



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 5949

SERIAL NUMBER 10/016,862	FILING DATE 12/13/2001 RULE	CLASS 709	GROUP ART UNIT 2151	ATTORNEY DOCKET NO. 062891.0665
APPLICANTS Shmuel Shaffer, Palo Alto, CA; Labhesh Patel, Mountain View, CA; Shantanu Sarkar, San Jose, CA;				
** CONTINUING DATA ***** NONE R-S				
** FOREIGN APPLICATIONS ***** NONE R-S				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/10/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance		STATE OR COUNTRY CA	SHEETS DRAWING 2	TOTAL CLAIMS 41
Verified and Acknowledged Examiner's Signature <u>R-S</u> Initials				INDEPENDENT CLAIMS 8
ADDRESS Baker Botts L.L.P. 2001 Ross Avenue, Suite 600 Dallas, TX 75201-2980				
TITLE Method and system for automatic call distribution based on network resource availability and agent skills				
FILING FEE RECEIVED 1538	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	